

Community Information Updates From Managed Care

This electronic bulletin is being sent to communities throughout Washington to keep you up-to-date on MAA's managed care program. The bulletin includes brief summaries of current issues and links to Web sites where you can get detailed information about the topics. Watch for future issues in your e-mail and on our Web page at <http://maa.dshs.wa.gov/HealthyOptions/>.

Healthy Options-Managed Care Updates

Premera Blue Cross to Transfer Medicaid and Basic Health Members to Molina
Medical Assistance Administration (MAA) and the Health Care Authority (HCA) have approved a request by Premera Blue Cross and Molina Healthcare of Washington, Inc. to transfer Premera's Medicaid and Basic Health contracts and members to Molina effective June 1, 2004. The transfer will affect approximately 49,000 Medicaid individuals and 16,600 Basic Health Plan members. Together, the plans mailed notices to the affected enrollees letting them know of the change. In May, MAA is also mailing notices informing clients of their choice of managed care plans. The notices identify all the plans available in the enrollee's area and how to make a health plan change if they want to. Click on the link below for complete details:

<http://maawebstage.dshs.wa.gov/HealthyOptions/pdffiles/0504/051004TransitionBullets.pdf>

CMS to Audit Washington Managed Care Program

MAA has received notification from the Regional Office of the Centers for Medicare and Medicaid Services (CMS) that they will be reviewing Washington State's Medicaid Managed Care Program, Healthy Options, from April through June 2004. CMS is soliciting input from stakeholders regarding the implementation of the Healthy Options program throughout the state. A copy of the letter can be found at the link below:

http://maawebstage.dshs.wa.gov/HealthyOptions/pdffiles/0504/051004WA_HOStakeholderLetterSent.pdf

FQHC/RHC Managed Care Enhancements

MAA is still moving toward a process that will require the health plans or the clinics to submit a claim for each member assigned each month. For now, to reduce the hardship on the clinics, MAA has developed a process (currently being tested) that will allow claims to be auto-generated based on information contained in files submitted by the health plans. The health plans are still encouraged to continue working toward submitting electronic claims for each client as the long-term solution. For more information about changes to the managed care enhancement billing process please contact, Kevin Collins, FQHC/RHC Program Manager by email at collikm@dshs.wa.gov.

Integrated Provider Network Database (IPND)

The IPND is updated monthly with information submitted by health plans. Format changes to reporting have delayed some information from being updated accurately and in a timely manner. Please verify that your provider office information contained in the IPND is correct by checking the following website: <http://maa.dshs.wa.gov/ipndweb/>

HIPAA Project Status Update

MAA's HIPAA project staff continues to work with providers and clearinghouses to implement the new changes associated with the electronic transmission of health care data for claims, remittance advice, eligibility inquiry, claims status inquiry, referral certification and authorization to name a few. The following list of transactions are now available and in production at MAA.

270/271 - Eligibility Inquiry and Response

276/277 - Claim Status Inquiry/Response

834/820 - Managed Care Enrollment and Premium Payment notice

835 - Remittance Advice and Provider Warrant Summaries

837 - Professional, Dental, and Institutional Electronic Claims submission

Approximately 14.5% of the total electronic claims submitted to MAA are being submitted in the HIPAA compliant format.

A complete list of the HIPAA transaction codes and their description is available at:
<http://maa.dshs.wa.gov/dshshipaa/attachments/pdf/TransactionCodeDescriptions.pdf>

MAA has been on the road throughout the state presenting provider training sessions that introduces the use of WaMedWeb, as well as hands-on training with the WINASAP2003 software program developed to give providers a way to submit electronic claims in a HIPAA compliant for to MAA for processing. If you missed the training session, the handouts and power point presentations are available on MAA's website at:
<http://maa.dshs.wa.gov/dshshipaa/>.

More information about submitting claims electronically can be found at:
<http://maa.dshs.wa.gov/dshshipaa/attachments/ElecClaimsSubmission021204.doc>

As a reminder, all providers must be enrolled with MAA's vendor, ACS-EDI Gateway in order to conduct HIPAA compliant electronic transactions with MAA. It's easy to enroll, just follow MAA's 3-step checklist at:
http://maa.dshs.wa.gov/dshshipaa/attachments/pdf/Medicaid_Provider_Checklist.pdf

For more information or concerns about MAA and the electronic HIPAA transactions, send you questions to HIPAAcommunications@dshs.wa.gov

MAA Program Updates

Premiums for some children on Medical Assistance are slated for implementation effective July 2004. For more information about the implementation of the premiums check the website at: <http://maa.dshs.wa.gov/ProgramChanges2003/index.html>

Increased income levels for eligibility went into effect April 1, 2004. The Healthy Kids now flyer with the updated income levels, (Form 22-643x) is available on the internet in seven languages at:
<http://maa.dshs.wa.gov/CustomerPublications/Publicationsalpha.html>

Backlog of claims on the rise - MAA is experiencing an increase in the claim volume backlog due mostly to increased paper claim submissions. MAA is starting a new project called, *Right The First Time (RTFT)*, to improve the claim payment process. Please see the notice sent by MAA's Assistant Secretary, Doug Porter, asking providers to cut back on rebilling claims and look toward converting from paper claims to electronic claims. The notice can be found at:
<http://maawebstage.dshs.wa.gov/HealthyOptions/pdffiles/0504/051004RTFTandprovider s5-6-04let.pdf>

Consumer Alert describing "Discount Health Care Cards" can be found at:
<http://maawebstage.dshs.wa.gov/HealthyOptions/pdffiles/0504/051004Discount card news release.pdf>.

The news release describes how some people are being taken advantage of with discount cards. Discount health care cards are not insurance and the buyer must be aware of what they are purchasing.

Regular Reports and Reminders

Healthy Options Enrollment – Monthly enrollment information in managed care by county is available at: <http://maa.dshs.wa.gov/HealthyOptions/HOEnrollmentdata.html>

Billing Instructions - MAA's Billing Instructions are updated and revised as changes occur in the numerous programs and benefits. Please check for changes frequently at the following website: <http://maa.dshs.wa.gov/Download/Newrelease.html>. The complete list of billing instructions by program/category can be downloaded from: <http://maa.dshs.wa.gov/Download/PublicationsFees.htm>